




# COMMAND RESOURCE GUIDE

*provided by  
Navy Family Services Center*

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## HOW TO USE THIS GUIDE \_\_\_\_\_

This guide should prove useful and easy to use.

Look for the pencil symbol, (  ) and simply enter your own local information in the spaces provided.

Be sure to enter both the title of the local service as well as the phone number.

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YOUR NOTES

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## COUNSELING

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### ANGER MANAGEMENT

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Navy Family Service Centers can provide education/skill-building workshops or counseling for anger management.

Navy Family Service Center



### BEREAVEMENT

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These agencies are supportive to individuals experiencing grief due to the death of a newborn, child, sibling, parent, or spouse. Contact the appropriate agency for more information.

American Guild for Infant Survival (SIDS) .....  
Compassionate Friends .....  
Sudden Unexpected Death Syndrome  
Support Group (infants, newborns) .....  
Cancer Support Group .....  
SHARE Support Group  
(miscarriages, stillborn, newborn death) .....  
Hospice Grief Counseling .....  
Widows & Widowers .....  
Grief Support Group .....

CHILD ABUSE

The Navy Family Advocacy Program is designed to address prevention, identification, treatment, follow-up, and reporting of child abuse, neglect, and spouse abuse. Your local department of social services will investigate all reports of child abuse.

Crisis Hotline (24-hour) .....

Navy Family Advocacy

Family Advocacy Social Worker (After hours) .....

Naval Medical Center .....

Department of Social Services/Child Protective Services

National Child Abuse Hotline ..... 800-422-4453

Child Abuse Hotline (24-hour)..... 800-552-7096

DOMESTIC VIOLENCE

SECNAV INSTRUCTION 1752.3 requires all military agencies, departments, and individuals to report known or suspected child or spouse abuse. Military and civilian agencies are available to provide assistance to families experiencing domestic violence. Navy Family Service Centers are available for command consultation and command briefs on the Family Advocacy Program.

Local Shelter

Crisis Hotline (24-hour information and referral) .....

Navy Family Advocacy

Family Advocacy Social Worker (After hours) .....

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## Navy Family Service Centers

Child Abuse Hotline (24-hour)..... 800-552-7096

National Domestic Violence Hotline ..... 800-799-7233

## FAMILY ADVOCACY PROGRAM

The Navy Family Advocacy Program is designed to address prevention, identification, treatment, follow-up, and reporting of child abuse, neglect, and spouse abuse. **The command plays a critical role in the implementation of the Family Advocacy Program (FAP).** Each command should have an officer or senior enlisted member designated as the unit point of contact for Family Advocacy case referrals and liaison for monitoring cases. Leaders in the command have the pivotal role of ensuring the successful implementation of the recommendations of the Family Advocacy Case Review Committee. Recommendations are made based on a number of factors including: military performance, potential for successful treatment, acceptance of responsibility, impact of the disposition upon the family, and individual circumstances. Conscientious follow-up of identified service members is essential and possible with command involvement. The rehabilitation of a valued service member is highly cost effective and benefits every member of the Navy Family.

### Navy Family Advocacy

Web site

LifeLines QOL Mall ..... [www.lifelines4QOL.org](http://www.lifelines4QOL.org)




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# FAMILY COUNSELING

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Families seeking help in improving their relationships can call the following numbers for referrals to military and community resources.

## Chaplain Duty Offices



Night/weekend (via OOD) .....

## Departments of Social Services




## Community Services Boards



## TRICARE mental health providers



## Navy Family Service Centers




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## MARRIAGE COUNSELING

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These agencies will provide short-term individual counseling for active duty members, as well as marital counseling for active duty service members and their spouses. For family members, the TRICARE mental health system, offers assessment and referral to appropriate inpatient/outpatient mental health resources.

 Chaplain Duty Offices

Night/weekend (via OOD) ..... 

 TRICARE mental health providers

## PERSONAL COUNSELING

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In addition to Navy Family Service Center counseling services, these agencies provide short-term, individual counseling for active duty members. For family members, the TRICARE mental health system offers assessment and referral to appropriate inpatient and outpatient mental health resources.

 Chaplain Duty Offices

Night/weekend (via OOD) ..... 

CREDO  
(Chaplains Religious Enrichment Development Operation) ..... 

 Navy Family Service Centers

 TRICARE mental health providers

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# SEXUAL ASSAULT, RAPE, INCEST

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The following agencies may provide supportive assistance, advocacy, and counseling to rape victims and their families. Professional workshops, consultations, and child sexual abuse prevention workshops are also available.

- Navy Family Service Center  
Sexual Assault Victim Intervention .....
- Rape Crisis Center .....
- Navy Family Advocacy (incest, marital rape, or assault)  
(local FAP)



Family Advocacy Social Worker (after hours) .....

**SPOUSE ABUSE**

The Navy Family Advocacy Program is designed to address prevention, identification, treatment, follow-up, and reporting of child abuse, neglect, and spouse abuse. These agencies provide assistance to families experiencing domestic violence.

**Local Shelter & Abuse Assistance Agencies**



National Domestic Violence Hotline (24-hour)..... 800-799-7233

**Navy Family Advocacy**



Family Advocacy Social Worker (after hours) .....

Local Domestic Violence Shelter .....

Rape and Sexual Abuse Support Services .....

Victim/Witness Assistance Program



Council on Domestic Violence Hotline .....

Women in Crisis (shelter and hotline) .....

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# STRESS MANAGEMENT

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The following organizations may provide education/skill-building presentations or workshops.

Navy Family Service Centers



Naval Medical Center.....

Branch Medical Clinic .....

# SUICIDE

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Military and community support is also available to help a service member or a family member through the moment of crisis. Help with ongoing concerns can be obtained through Navy Family Service Center or your local Chaplains' office.

Suicide Crisis Hotline.....



Navy Family Service Center .....

Chaplain Duty Offices



Night/weekend (via OOD) .....

TRICARE mental health providers



## FAMILY SUPPORT

### ADOPTION

Public adoptions are handled by each state's Department of Social Services (1-800-TO-ADOPT). Your legal office can also assist with legal questions about adoptions.

Local Adoption Agencies



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National Adoption Center (Info & Referral) ..... 800-TO-ADOPT  
Navy Legal Assistance Offices



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**CHILD CARE**

Parents looking for child care may need assistance in the search for quality care. Community child care centers and in-home child care resources can be located in the phone book or newspaper. The following services offer child care or assistance in the search for quality care.

Child Care Resource and Referral Office .....

Child Development Centers (Military)



Family Home Child Care



Department of Social Services/Child Protective Services



Web site

Military Child Deveolpment Program..... [dticaw.dtic.mil/milchild](http://dticaw.dtic.mil/milchild)

**DISABLED/HANDICAPPED/EXCEPTIONAL  
FAMILY MEMBER**

Information about the Exceptional Family Member Program (EFM) is available through your local Naval Medical Center. The Social Security Administration can provide information about eligibility and benefits for your exceptional family member. Other resources can provide information and referral.

Social Security Administration ..... 800-772-1213

Community Services Boards




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Branch Medical Clinic EFMP Coordinator .....	
To check the status of pending enrollment .....	
EFMP Office at BUPERS .....	800-527-8830
Information Center, statewide .....	800-223-2086
Navy Family Service Center .....	

State Department of Rehabilitative Services .....

**EMERGENCY CHILD CARE**

Parents looking for assistance in an emergency can contact the Family Child Care program or the Navy Family Service Center hotline.

Child Care Resource and Referral Office .....	
State Department of Social Services .....	
Navy Family Service Center (24-hour) .....	



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## NEW PARENT SUPPORT TEAM

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For expectant parents and parents of new babies up to four months of age — the New Parent Support Team offers a variety of services including individualized perinatal and parenting education, support/referral through visits in obstetrical clinic, in the hospital, and in the home.

Local New Parent Support Teams



## PARENTING RESOURCES

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For information or programs designed to enhance parenting skills, contact the following organizations/groups.

Child Help USA ..... 800-4-A-CHILD  
Navy Family Service Center



Navy-Marine Corps Relief Society (Budgeting for Baby)



Local parenting resource organizations



Web site

Lifelines QOL Mall ..... [www.lifelines4QOL.org](http://www.lifelines4QOL.org)

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# SINGLE PARENT RESOURCES

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Parents looking for support services, education, consultation, counseling, recreational, or social services may contact the following agencies.

Big Brothers/Big Sisters



Boy Scouts of America



Girl Scout Council



Parents Without Partners .....

Navy Family Service Center



Web site

Lifelines QOL Mall ..... [www.lifelines4QOL.org](http://www.lifelines4QOL.org)

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## FINANCIAL ISSUES

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### ALLOTMENTS, DIRECT DEPOSIT SYSTEM (DDS)

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The following resources will provide more information about allotments, including how to set up or discontinue an allotment.

Defense Finance Accounting Service (DDS-A/D Customer Service) ..... 800-346-3374  
Defense Finance Accounting Service (Recording of numbers) ..... 216-522-5630  
Defense Finance Accounting Service (Retiree Pay) ..... 800-321-1080  
Personnel Support Detachment (PSD)

DFAS A/D Pay ..... 216-522-5637

### BANKRUPTCY

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Navy Legal Services Office will offer advice to military members and their families but cannot represent them before civil courts, boards, or commissions.

Navy Legal Services Office (NLSO) .....

### CONSUMER RIP-OFFS

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These agencies maintain consumer files on local businesses, conduct investigations, and offer educational workshops for consumers.

Armed Forces Disciplinary Control Board .....  
Better Business Bureau .....  
Consumer Protection Agencies

### CREDIT REPORTING AGENCIES

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These resources are clearinghouses for information on credit status of businesses and individuals. Credit Reporting Agencies sell credit history to creditors and individuals. Individuals can obtain their own personal credit history information from these agencies.

Retail Merchants Association .....  
Equifax Secure ..... [www.equifax.com/](http://www.equifax.com/)  
(allows you to obtain a free credit report)

**EMERGENCY ASSISTANCE (FINANCIAL)**

This organization will assist families with emergency loans for food, shelter, clothing, and emergency transportation.

Navy-Marine Corps Relief Society



Web site ..... [www.navymil/homepage/nmcrcs/f\\_frame.html](http://www.navymil/homepage/nmcrcs/f_frame.html)

**FINANCIAL/DEBT MANAGEMENT COUNSELING**

The first resource used for short-term counseling should be a designated Command Financial Specialist. If not available, or if consultation is required, the Navy Family Service Centers and/or the Navy-Marine Corps Relief Society could provide this service on a referral basis.

**SHORT-TERM COUNSELING**

Navy Family Service Center



Navy-Marine Corps Relief Society



**LONG-TERM COUNSELING/DEBT MANAGEMENT**

Consumer Credit Counseling Service



Web site


Personal Financial Management ..... [www.uniq-orn.com/pfm.html](http://www.uniq-orn.com/pfm.html)  
(provides debt counseling information)

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## LEGAL

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These resources will provide assistance with legal matters such as reviewing contracts. For letters of indebtedness your first point of contact would be your Command Financial Specialist (CFS). If your command does not have a CFS, contact your Command Legal Officer. These individuals are trained to assist commanding officers in processing letters of indebtedness as outlined in MILPERSMAN ARTICLE 6210140.

Lawyers Referral Service ..... 

Navy Legal Assistance Offices



Legal Aid Society

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## PATERNITY AND CHILD SUPPORT

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MILPERSMAN ARTICLES 6210120 and 6210125 set the guidelines for non-support and paternity policy. The Navy legal department can advise in these matters.

Child Support Enforcement



Juvenile and Domestic Relations Intake Services



Navy Legal Assistance Offices



# HEALTH CARE

## CHAMPUS QUESTIONS

Health Benefits Advisors (HBA) are individuals able to answer questions about TRICARE policies or benefits and are available at the following locations.


Health Benefits Advisors (HBA)



TRICARE ..... 800-931-9501

## DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)

A computerized information service used to verify enrollment and confirm eligibility for those individuals entitled to uniformed services benefits.

Beneficiary Telephone Center ..... 800-538-9552  
DEERS Eligibility (Monday–Friday) 

## DENTAL INFORMATION

The Dependents Dental Plan covers basic dental care for the spouses and children of active duty members of the military for a low monthly premium. To enroll family members contact your PSD. The following clinics see primarily active duty personnel, but space available appointments can be made for eligible family members.

Naval Dental Clinic



United Concordia Companies, Inc. (UCCI) ..... 800-866-8499

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## MEDICAL FACILITIES (FAMILY MEMBERS ONLY)

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These military clinics will see family members with an appointment. The pharmacy will serve both active duty and those individuals entitled to medical benefits.

### Local clinics



Naval Medical Center  
Central Appointments (TRICARE) ..... 800-931-9501  
Information Automated Attendant .....  
Pharmacy .....  
Refills .....  
TRICARE ..... 800-931-9501

## MENTAL HEALTH RESOURCES

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It is the responsibility of the TRICARE mental health system to provide community resource contacts for family members. In an emergency, active duty members can be referred to their medical clinics or can be seen at Navy Family Services Center.

Local TRICARE mental health provider ..... 800-931-9501  
Mental Health Association .....  
Navy Family Service Centers



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## MILITARY SICK CALL

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These clinics designate certain hours for military members to be seen on an appointment basis.

Local Clinics



TRICARE (0630-0700 M-F reserved for active duty appts. only)..... 800-931-9501

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## PATIENT CONTACT REPRESENTATIVES

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These representatives act as a liaison between the patient and the clinic. They receive complaints, investigate, and provide feedback to the patient.

Local patient contact representative sites



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## PREVENTION/EDUCATION

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Educational programs are available to commands and family support organizations on a variety of topics. To determine the availability of program topics in your area, contact the office listed below.

Local clinic sites



Topics may include:

- |                                  |                                     |
|----------------------------------|-------------------------------------|
| • Stress Awareness/Management*   | • Suicide Prevention*               |
| • Women's Health Awareness       | • Nutrition and Fitness             |
| • Sexually Transmitted Disease   | • Personal Hygiene                  |
| • Pediatric CPR (held at clinic) | • AIDS: Update What You Should Know |
| • Weight Control                 | • Smoking Cessation                 |
| • Cholesterol, Hypertension      |                                     |

\*Also available through Navy Family Service Centers

CREDO

(Chaplains Religious Enrichment Development Operation) .....





**SUBSTANCE ABUSE (ACTIVE DUTY)**

The following resources provide information and referral to active duty personnel for outpatient/inpatient assistance with alcohol, drug abuse, and compulsive eating disorders. Referrals are made through the command DAPA.

Alcohol Rehabilitation Department (ARD)

Crisis Hotline (24-hour information and referral) .....

**SUBSTANCE ABUSE (FAMILY MEMBERS)**

The following agencies/programs will provide resources to family members with questions or concerns about substance abuse.

AI-A-Teen .....

AI-Anon .....

Alcoholics Anonymous

Crisis Hotline (24-hour information and referral) .....

NAR-ANON Family Group .....

Narcotics Anonymous .....

New Beginnings, Serenity Lodge .....

Salvation Army

Salvation Army Alcohol Rehab. Center .....

VET Center

**TRICARE PRIME CLINICS**

All these clinics provide primary and acute care to enrolled active duty and family members. These clinics are not equipped to handle life-threatening emergencies.

Local TRICARE clinics

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## OTHER RESOURCES \_\_\_\_\_

### AMERICAN RED CROSS

The American Red Cross assists with requests for emergency leave. Contact the office nearest you.

Local Red Cross



### DESIGNATED SHOPPER/AGENT ASSIST PROGRAM

A program that allows an authorized commissary or exchange patron (who may be disabled) to request a designated person or “agent” accompany the patron to assist him/her with shopping or be allowed to make purchases on his or her behalf at those facilities. Guidelines may be found in BUPERSINST 1750.10, effective 12 December 1996. Contact the following for local base access approvals.

Base Pass Office locations



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## EDUCATIONAL RESOURCES

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The following offices of local colleges and universities provide information on degree programs, as well as individual classes. Navy Campus is available to military personnel to assist them with questions about continuing education programs. The Educational Opportunity Center provides career information, career interest testing, educational guidance, and financial information to individuals entering and/or returning to college, .

Local college/university campuses



On Base Education Offices  
Navy Campus



Adult Learning Center ..... 

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## EMPLOYMENT

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Your state Employment Commission provides listings of federal, state, and local full- and part-time job opportunities. The Career Development Resource Center at Navy Family Service Centers offers transitioning military personnel, retirees, and their family members access to Employment Commission information and services, as well as job search skill development, counseling, and support.

Career Development Resource Centers  
Navy Family Service Center



(Your State) Employment Commission




**FOOD (EMERGENCY ASSISTANCE)**

The following agencies will assist with emergency food assistance to meet basic needs.

Navy-Marine Corps Relief Society




Local Food Bank ..... 

**FOOD AND FOOD STAMPS (NON-EMERGENCY)**

Food stamp programs are government subsidized food programs for low-income families. Self Help and Resource Exchange (SHARE) is a non-income-based community food program that requires the participant to exchange community service hours plus a small fee for a food package.

Departments of Social Services:



SHARE ..... 

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# HOME MEAL SERVICE

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This agency provides in-home meal service for the homebound.

Meals on Wheels



# HOUSING (EMERGENCY ASSISTANCE)

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The following agencies may be able to assist with referrals to low-income housing and/or provide emergency financial assistance. American Red Cross provides emergency funding only in the event of fires or natural disasters.

American Red Cross



Navy-Marine Corps Relief Society



Salvation Army



Local Missions



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## NAVY FAMILY SERVICE CENTERS (NFSC)

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The mission of the Navy Family Service Centers is to provide quality-of-life programs to military personnel and their families, which will improve fleet combat readiness and increase retention under the philosophy of “the Navy takes care of its own.” Services include: Retiree Assistance, Crisis Intervention, Information and Referral, and Prevention/ Education Programs.

Local NFSCs



DSN .....  
Fax .....



DSN .....  
Fax .....



DSN .....  
Fax .....

Web site  
Lifelines QOL Mall ..... [www.lifelines4QOL.org](http://www.lifelines4QOL.org)

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## OMBUDSMAN PROGRAM

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The Navy Family Ombudsman Program was created in 1970 as a direct, official link between command and families. As a liaison between the Commanding Officer and the families, the Ombudsman is available to provide information and assistance to family members. Your local Navy Family Service Center maintains current rosters of all ombudsmen assigned in your area.



Ombudsman Chairman .....  
Ombudsman Information Line .....  
Web site  
Ombudsman Journal ..... [www.bupers.navy.mil/wifeline/journal/journal.html](http://www.bupers.navy.mil/wifeline/journal/journal.html)

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## RELOCATION ASSISTANCE

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Navy Family Service Centers and area agencies offer services to assist military families entering or leaving any area. Active duty personnel and their family members are encouraged to take advantage of the Relocation Assistance Program (RAP) which provides services and resources to assist military members and their families in all aspects of relocation.

RAP provides computerized relocation information on virtually all military bases worldwide. This information includes housing, cost of living, schools, taxes, employment, unique area information, and more. Additionally, RAP maintains a library of Welcome Aboard Packets that are available for personnel new to the area. A variety of basic kitchen and survival items are available for loan to assist families awaiting their household goods. Workshops that address all facets of moving and relocation are conducted, both for CONUS and overseas moves.

The Navy Housing Welcome Center can provide personnel and their families with military housing information, information on home buying, selling, and renting.

### Military Housing Information



### Navy Lodges




CONUS Reservations (NAVY INN) ..... 800-628-9466

Navy Housing Welcome Center .....

Personal Property Shipping Office .....

Navy Family Service Centers, Relocation Assistance Program

Local RAP office



Fax .....



Fax .....

Web sites

Lifelines QOL Mall ..... [www.lifelines4QOL.org](http://www.lifelines4QOL.org)

Navy Lodges ..... [www.navy-nex.com/lodge/index.html](http://www.navy-nex.com/lodge/index.html)

Navy Housing Home Page ..... [www.housing.navy.mil/](http://www.housing.navy.mil/)

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# RETIREE ASSISTANCE

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The Retired Activities Program is mandated by the Secretary of the Navy as well as Chief of Naval Operations Directives. The Retired Activities Office (RAO) staff provides assistance in preparing claims for unpaid compensation, the Survivor's Benefits Plan, all types of Government Life Insurance, death benefits under the Civil Service Retirement System when combined with military retirement; problems with annuity pay; former spouse claims and benefits; health care issues; retiree casualty assistance; military records; Dual Compensation Act; benefits for family members, veterans benefits; and pre-retirement planning. Retiree seminars are held each year to bring retirees up to date on current issues. The dates for these seminars are published throughout the year in "Shift Colors." The RAO encourages volunteerism and also provides referrals to other agencies and service organizations.

Local RAOs



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# TRANSITION ASSISTANCE MANAGEMENT PROGRAM (TAMP)

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The TAMP program provides two major services to assist military members and their families with an effective transition into the civilian work force or a military relocation.

REGIONAL TRANSITION ASSISTANCE PROGRAM (TAP) — A four-day seminar for retirees, separatees, and their spouses that addresses managing transitional change, financial planning, veterans benefits, career and job search techniques, resume writing, interview techniques, and many other aspects associated with transition from the military. To attend this seminar, contact your command career counselor.

Local TAP office



Fax .....

CAREER DEVELOPMENT RESOURCE CENTER (CDRC)— Offers computerized employment and career information systems: Defense Outplacement Referral System (DORS) — a nationwide job bank for transitioning members and their families; Transition Bulletin Board (TBB) — nationwide employment listings, job fair information, and other employment information; and Discover — computerized occupational information system. Other services include: local job banks, job search seminars for military and family members, individual employment and career counseling, and a reference library.

Navy Family Service Centers  
Local CRDC



Fax .....



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## WOMEN, INFANTS, AND CHILDREN (WIC)

This is a supplemental food program funded by the U.S. Department of Agriculture (USDA). WIC is administered by the State Department of Health through the local health departments.

Local WIC office



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**COMMAND CONTACTS**

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Legal Officer \_\_\_\_\_

DAPA \_\_\_\_\_

Navy-Marine Corps Relief Rep. \_\_\_\_\_

Command MC \_\_\_\_\_

Chaplain \_\_\_\_\_

Ombudsman \_\_\_\_\_

\_\_\_\_\_

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Command Financial Specialist \_\_\_\_\_

Family Advocacy Point of Contact \_\_\_\_\_

Family Support Group Officers \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NFSC Command Rep. \_\_\_\_\_

Health Benefits Advisor (HBA) \_\_\_\_\_

Exceptional Family Member POC \_\_\_\_\_